

JOB DESCRIPTION

POSITION: Table Games Floor Supervisor
Full-Time

POSTING DATE: October 11, 2016

WAGE: \$15.50 per hour/Negotiable

CLOSING DATE: Until Filled

Reports directly to: Table Games Pit Boss

Location: Gaming Division

Every employee of North Star Mohican Casino Resort is expected to greet and service our customers in a friendly, respectful manner and create a warm, fun atmosphere so that our customers feel welcome and enjoy visiting our establishment. North Star Mohican Casino Resort strives to provide a positive team environment where everyone contributes.

STANDARD QUALIFICATIONS:

All employees of North Star Mohican Casino Resort must meet the following qualifications.

1. Must be able to obtain and maintain a Mohican Nation Gaming License.
2. Must submit to a Criminal Investigation Background Check (CIB).
3. Must have an acceptable attendance record.
4. Must submit to and pass a pre-employment drug screening and health screening.
5. Must be able to work weekends, nights and holidays.

STANDARD DUTIES:

1. Must attend all training provided by North Star Mohican Casino Resort.
2. Must adhere to all established rules, regulations, procedures and policies of North Star Mohican Casino Resort and the Table Games Department.
3. Must participate in employee random drug testing program.
4. Must be able to work with a variety of people with diverse personalities.
5. Must wear the approved departmental uniform.
6. Must dress professionally.
7. Must be reliable and prompt when reporting to work.
8. Must maintain compliance with all workplace policies, procedures, ordinances, laws and other communicated expectations, including but not limited to: Employment Manual, gaming Ordinance, State Gaming Compact, Minimum Internal Controls, Department Procedures, memos and other communication from supervisory or regulatory personnel.
9. All other assigned duties.

EDUCATIONAL REQUIREMENTS:

1. High School Diploma or GED is required.

QUALIFICATIONS:

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1. North Star Mohican Casino Resort is looking for a courteous and friendly individual.
2. Must have gaming knowledge of blackjack, dice, poker and roulette. A minimum of two years experience in dealing table games is required.
3. Must be knowledgeable of casino rules, procedures and regulations as applied to the game(s) under supervision.
4. Minimum of one-year full-time table games supervisory experience is required or two years of step-up/dual rate table games supervisory experience.
5. Must have demonstrated above average attendance.
6. Must have ability to perform intermediate math.
7. Must possess excellent communication and organizational skills, dynamic personality and strong interpersonal skills.
8. Must be willing to enhance self-development and be able to adapt to change.
9. Must be flexible with schedule to work all shifts, weekends and holidays, with the ability to stand at a fixed work station for extended periods of time.
10. Must pass proficiency test with a score of at least 80% in each area of table games.
11. Must have demonstrated ability to maintain satisfactory working record in any prior or current employment.

DUTIES:

1. Perform the overall personnel and operational supervision of all table games in accordance with departmental policies and procedures and internal controls.
2. Directly supervises employees in the table games department and maintain control of games.
3. Must successfully complete the blackjack dealer training programs offered by Mohican North Star Casino Resort.
4. Ensures the highest standards of customer service are maintained in accordance with policies and procedures set forth by North Star Mohican Casino Resort.
5. Responsible for motivating employees, addressing customer complaints and resolving problems positively between players and table game dealers.
6. Must have a positive attitude and provide a teamwork structure within the department.

Note: Applicant must include resume with employment application. Applicant must clearly state on the application/resume how you meet the position qualifications.

**THE STOCKBRIDGE-MUNSEE COMMUNITY OPERATES AS AN EQUAL OPPORTUNITY EMPLOYER
EXCEPT INDIAN PREFERENCE IS GIVEN IN ACCORDANCE WITH THE
TRIBAL EMPLOYMENT PREFERENCE ORDINANCE**

Revisions Approved 9/17/2013